



For more information on the Adur and Worthing Councils response to the Coronavirus (COVID-19) go to <https://www.adur-worthing.gov.uk/coronavirus/>

FAQs - Private Rented Tenants including Opening Adur Homes

Rent payment

Q. Do I still need to continue to pay my rent and service charge

A. Tenants should continue to pay rent and abide by all other terms of their tenancy agreement.

If your landlord has granted you a rent break, it is important that you get in writing from your landlord the periods within which you do not have to pay any rent before you stop paying rent.

Tenants who are unable to pay their rent should speak to their landlord at the earliest opportunity and agree a plan to repay any rent arrears.

You should also contact the Council for advice and assistance by sending an email to housing-needs@adur-worthing.gov.uk.

If you are finding it difficult to pay your rent, you need to make a claim to Universal Credit for help to pay your rent. You can only make a claim for Universal Credit online at <https://www.gov.uk/apply-universal-credit>

Q. What if I can't pay all of my rent? Can I just pay some of it for now?

A. It is important that you continue to pay your rent in full where possible. Paying as much as you are able to is better than paying nothing at all. However, if you are not able to pay your full rent, it is important that you contact your landlord as soon as possible.

If you are finding it difficult to pay your rent, you may be eligible for help through. You can only make a claim for Universal Credit online at <https://www.gov.uk/apply-universal-credit>.

You should also contact the Council for advice and assistance by sending an email to housing-needs@adur-worthing.gov.uk.

Financial difficulties

Q. I will have no income because my employer has told me to go on leave without pay (furlough).

A. If you and your employer both agree, your employer might be able to keep you on the payroll if they're unable to operate or have no work for you to do because of coronavirus (COVID-19). This is known as being 'on furlough'.

You could get paid 80% of your wages, up to a monthly cap of £2,500 through the government's Coronavirus Job Retention Scheme.

[Check if you could be covered by the Coronavirus Job Retention Scheme.](#)

If your salary is reduced as a result of these changes or you are out of work, you may be eligible for support through Universal Credit. You can only make a claim for Universal Credit online at <https://www.gov.uk/apply-universal-credit>

Q. I don't want to make a claim to Universal Credit, I am on Tax Credits, can't I just make a claim for Housing Benefit instead?

A. There has been no provision made for you to be able to do this. The advice is that you will need to make a claim to Universal Credit who have put special rules in place to deal with Coronavirus in relation to face-to-face consultations and medical assessments.

Eviction

Q. I am worried about being evicted

The government has passed emergency legislation so that landlords will not be able to start proceedings to evict tenants for at least a 3 month period.

All court proceedings for eviction are on hold until at least 25 June 2020, regardless of whether an application has been made to the court.

This means most tenants can not be evicted before the end of June at the earliest. You should stay in your home if your landlord gives you notice or asks you to leave. If you receive a notice of eviction from your landlord or if you think you may be evicted, the Council can provide you with advice and assistance. You can contact the Council by sending an email to housing-needs@adur-worthing.gov.uk

Q. Will my landlord be able to evict me after the emergency legislation period for rent or service charge arrears.

- A. Your landlord will not be able to evict you during the emergency legislation period, including any period covered by an extension of the legislation. However, your arrears will continue to increase if you do not pay your rent or service charge.

Your landlord will be able to evict you at the end of the emergency eviction period by following the correct process.

At the end of this period, landlords and tenants will be expected to work together to establish an affordable repayment plan, taking into account tenants' individual circumstances. It is important that you seek advice if you are in arrears or if you think your landlord will evict you for any reason. You can contact the Council for housing advice by sending an email to housing-needs@adur-worthing.gov.uk.

Maintenance and Repair

Q. What if my boiler breaks, or something else happens which requires a repair or is an urgent risk to my health?

- A. Landlords' repair obligations have not changed.

Where reasonable, safe for you and in line with other Government guidance, you should allow your landlord or their contractor access to your property in order to inspect or remedy urgent health and safety issues.

Urgent health and safety issues are those which will affect your ability to live safely and maintain your mental and physical health in your home. This could include (but is not limited to):

- If there is a problem with the fabric of your building, for example the roof is leaking
- If your boiler is broken, leaving you without heating or hot water

- If there is a plumbing issue, meaning you don't have washing or toilet facilities
- If there is a security-critical problem, such as a broken window or external door
- If equipment a disabled person relies on requires installation or repair

Q. I have a service booked (gas, electrical, fire safety) but I do not want anyone in my home in case they have Coronavirus. What should I do?

A. Your landlord still has a legal duty to repair and maintain gas pipework, flues and appliances in a safe condition, to ensure an annual gas safety check on each appliance and flue, and to keep a record of each safety check therefore you need to give your landlord access to your home for this purpose.

If you have a service or repair appointment booked and you or any member of your household fall into the extremely vulnerable (shielded) category or you or any member of your household have been advised by the NHS to isolate, you should inform your landlord immediately.

You can find further guidance on visits to properties to make repairs here <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance#work-carried-out-in-peoples-homes>

Houses in Multiple Occupation

Q. Someone in my House in Multiple Occupation (HMO) has the virus, is my landlord obliged to remove them or find me another place to stay?

A. Nobody can be removed from their home because of the virus.

Landlords are not obliged to provide alternative accommodation for tenants if others in the property contract the virus.

If you are living in accommodation which you share with other people, or share facilities with other people, you should follow current Public Health England guidance.

You can find guidance from the government on cleaning your home to minimise the risk of infection from Coronavirus here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

You can also find guidance on what to do if you are in a shared home with someone who may have the virus here:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Viewings for sale or lettings

Q. My landlord wants access to my property to conduct viewings for sale or letting, do I have to let them in?

A. You and your landlord should follow the Government's latest guidance necessary to help stop the spread of the virus which you can find here <https://www.gov.uk/coronavirus>

Government has advised that access to a property is only proposed for serious and urgent issues such as those set out above.